



DEFENSE INFORMATION SYSTEM FOR SECURITY (DISS)

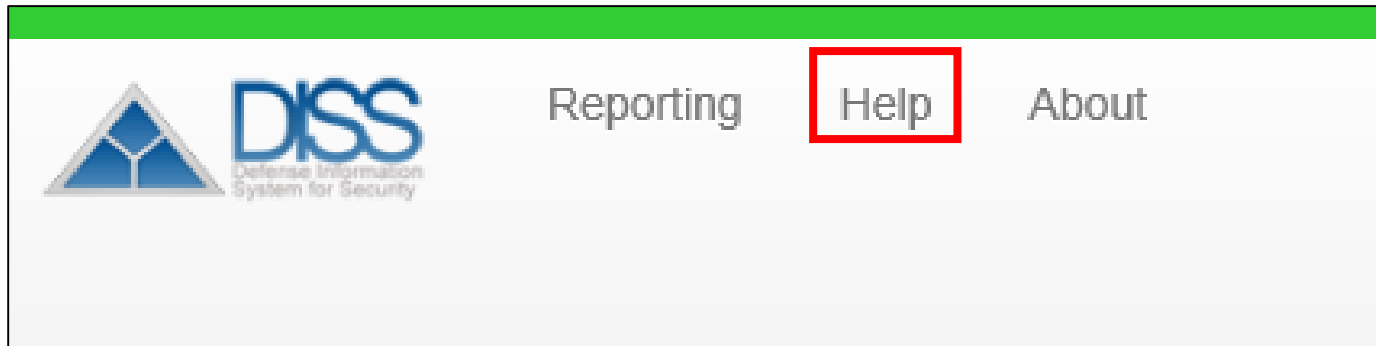
Tips and Tricks

November, 19 2018



User Manual Location

- Upon logging in, you can access the JVS User Manual by selecting the “Help” link located at the top left of your screen





Provisioning Tips & Tricks

- If contacted with provisioning instructions by either the Defense Security Service (DSS) or Defense Manpower Data Center (DMDC), it is important to act on the information quickly, because your activated account will expire if not logged into within 30 days.
- Please read/follow the provisioning instructions in their entirety, failure to do so may result in the rejection of your provisioning package, which will return your next submission to the end of the queue and needlessly delay your provisioning.
- The most common reasons for provisioning packet rejection are:
 - 1) Personnel Security System Access Request (PSSAR) Part 2, Section 16b: Selecting everything in this section or alternatively selecting nothing at all.
 - 2) PSSAR Part 3, Sections 18 and 19: Certificates/training expired (more than one year old) or dates on certificates do not match dates on PSSAR form
 - 3) PSSAR Part 5, Section 23: Information missing (blank) or duties to not correspond to the roles requested in Part 2 Section 16b.
 - 4) Letter of Appointment (LOA) missing or incomplete (not signed by Key Management Personnel (KMP), requests a Joint Personnel Adjudication System (JPAS) account vice Joint Verification System (JVS) account, etc.)
 - 5) KMP acting as the nominating official (on both the LOA and/or PSSAR) is not cleared in connection with the facility clearance

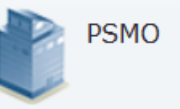
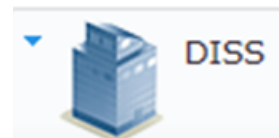
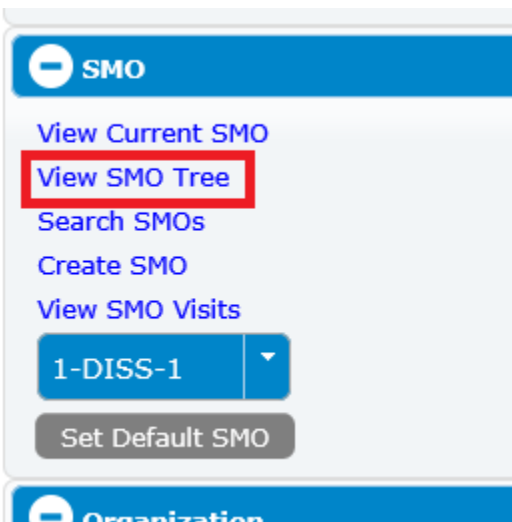


Verifying Your Hierarchy - Hierarchy Basics

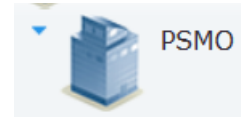
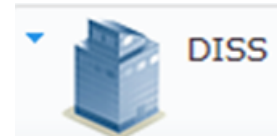
Single Company

MFO Decentralized Company

MFO Centralized Company*



Your SMO Code

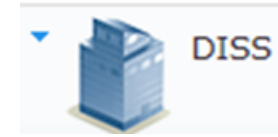


Your SMO Code

SMO Code 1

SMO Code 2

SMO Code 3



Parent

Child 1 & Parent to Grandchild

Grandchild 1

Child 2

* Please note, if you have more than 75 children/grandchildren Security Management Offices (SMOs), you won't be able to see your Hierarchy in the application, and will need to contact the [DMDC Contact Center](#) for a copy of your hierarchy.



Verifying Your Hierarchy - Corrections

- If you haven't been provisioned for the right SMO(s), and can not see your hierarchy, you'll need to contact the [DSS Vetting Risk Operations Center \(VROC\)](#) and request changes to your provisioned account; be aware that if you are adding SMOs outside of your current corporate hierarchy, a new PSSAR may be required
- If your hierarchy is inaccurate (missing SMOs, incorrect parent to child relationships, etc.), you need to complete a Hierarchy Change Request (HCR) form (available on our website):
 - Fill out the HCR identifying each SMO that needs to be moved as a child and the appropriate parent to move it under; this template is also available on the DSS website if you can not open the embedded document
 - Please use the specific SMO Name as identified in DISS, which may be slightly different than the name in JPAS; to determine the SMO name, utilize the "Search SMO" functionality in DISS (image available on the next page)
 - Save the HCR using the following format YYYYMMDD HCR – Your Company Name (e.g. 20180529 HCR – PSMO)
 - Email the HCR to [DSS VROC](#) with the Subject Line DISS HCR – Your Company Name (e.g. DISS HCR – PSMO)
 - Failure to subscribe to the above naming conventions will substantially delay processing of your HCR



Hierarchy Tips & Tricks

- When filling out the HCR, ensure you have the correct SMO name for both the parent and children obtained from the Search SMO functionality in JVS (this will frequently be slightly different than the name in JPAS).

SMO

[View Current SMO](#)
[View SMO Tree](#)
[Search SMOs](#)
[Create SMO](#)
[View SMO Visits](#)

PSMO

Set Default SMO

Organization

[View Current Organization](#)

Find SMO

SMO Attributes

SMO Name: PSMO

Organization Attributes

CAGE Code:

Unit Identification Code:

U.S. Joint Organization: Select Joint Organization Code

U.S. Agency Code:

Service Organization Code:

Non U.S. Agency Code:

Sub Agency Code:

Location Attributes

Address Line 1:

Address Line 2:

City:

State: State/Territory

Zip Code:

Country: Country

Search

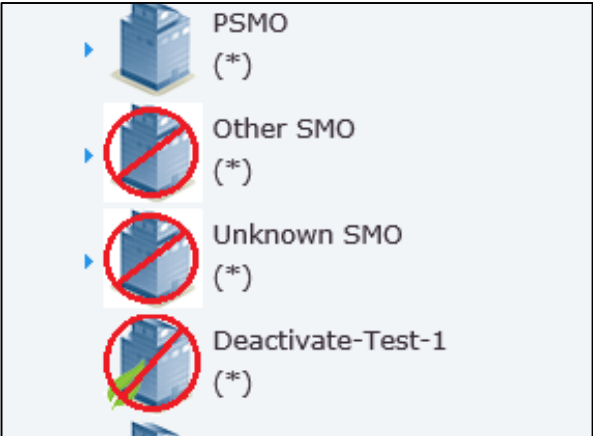
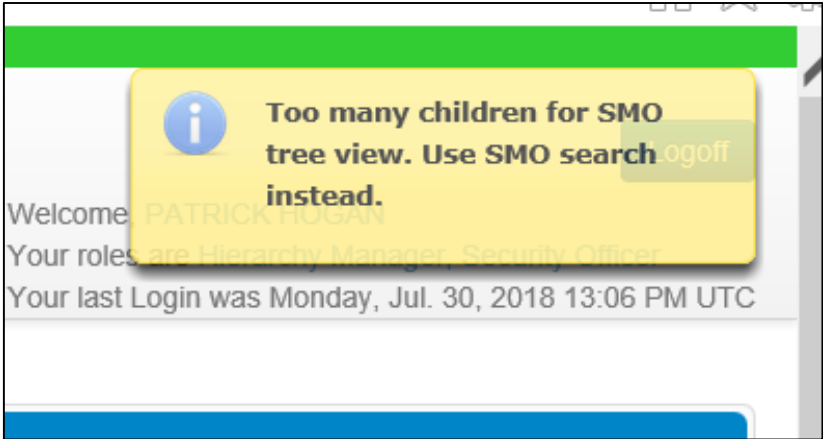
Reset

SMO Name	Status	Organization	Organization Type	SMO Parent
PSMO	Active	Director of Administration and Management	DoD Civilian Agency	1-DISS-1



Hierarchy Tips & Tricks

- For larger companies and/or more dispersed organizations, if you are unable to view your SMO Tree because of the 75 children limit (or approaching that limit), consider nesting your inactive SMOs (which count against that limit) in a “SMO” created explicitly for that purpose. If you can’t currently see your tree to identify those SMOs, please contact DMDC’s help desk and request a hierarchy for your Parent SMO.



	A	B
1	HIERARCHY CHANGE (Parent-Child)	
2	SMO CHILD TO BE MOVED	NEW PARENT SMO
3	Unknown SMO	Other SMO
4	Deactivate-Test-1	Other SMO
5		



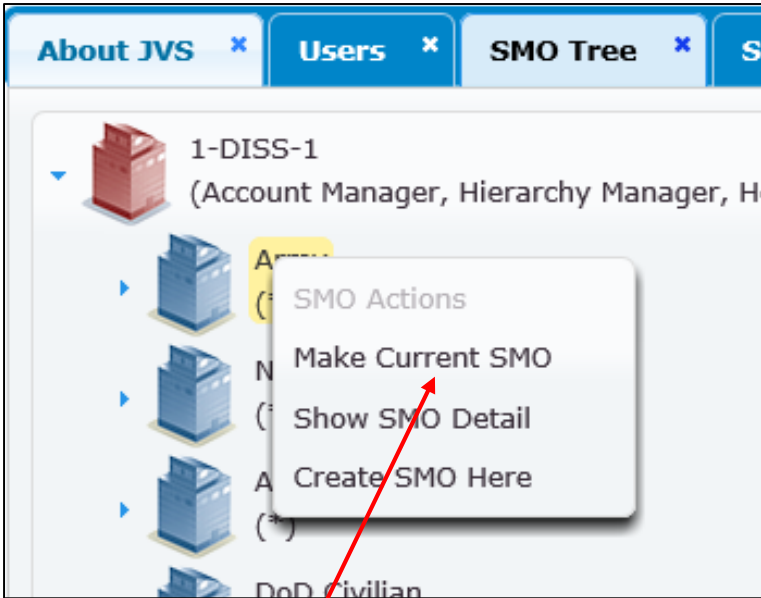
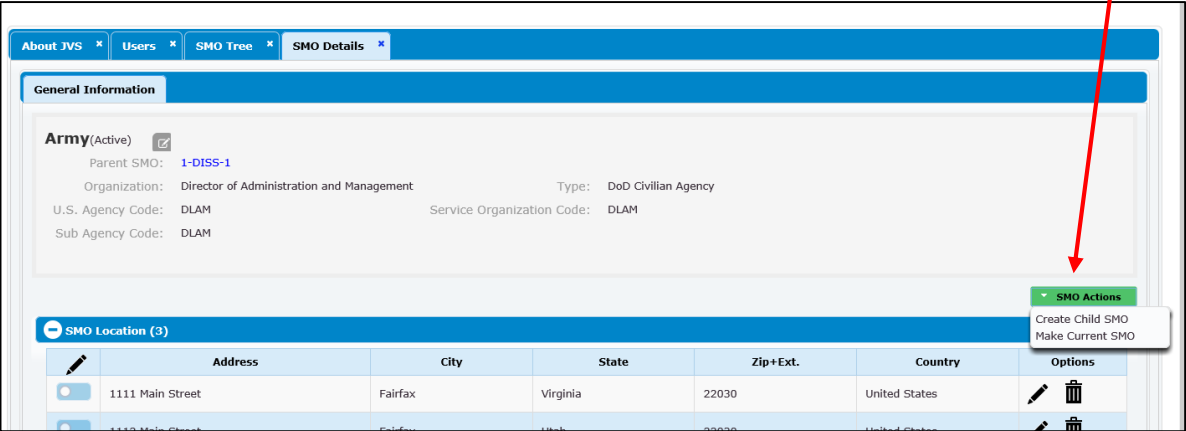
Hierarchy Tips & Tricks

- In order to take hierarchy actions on SMOs below you in the hierarchy (viewing a smaller portion of your tree, adding users to a specific SMO, etc.), you may need to make that SMO your “Current SMO”



Provisioned for or made “Current SMO” during your browsing session

From “SMO Details”



From “SMO Tree”



User Provisioning

“View Users” will bring up a list of all of your provisioned users for your current SMO

Communications

Unread Notifications: 10

User Management

My User Detail

View Users

User Search:

Enter SSN or Pseudo SSN

Search Users

SMO

View Current SMO

View SMO Tree

About JVS xUsers x

Users Found (1126)

First Name

Last Name

SSN

Adjudicator	Five5	322-22-3333
Happytest	Singh	555-84-1234
HelpDkFName474	HelpDkLName474	111-77-0474
Vera	Talbot	333-77-1021
VZGAT42	Test	635-35-3579

Alternatively, you can search for personnel via Social Security Number (SSN). This will be necessary when provisioning brand new users for your SMO.



User Provisioning

For specific instructions on how to provision users, please follow the steps in the user manual, but for larger organizations, please be aware that if you have more than 75 children/grandchildren SMOs, you may need to make your subordinate SMO your “Current SMO” (as described previously) in order to provision users.

Too many children for User Provisioning view. Switch current SMO to lower level SMO to provision user to lower level SMOs.

Welcome, [Name]
Your roles are:
Your last Login:

About JVS * User Detail * Users * Subjects * Subject Details * Subject Summary *

User Information

Name: Stephen Douglas
Status: Deactivated
*Business Phone: 555-555-5555
*Business Email: sdouglas@email.co

Registration User ID: stepdoug97
Registration Password:
Password Confirmation:
Generate User ID
Generate Password

SMOs

Available

-1-DISS-1
-Army
-Navy
-DoD Civilian
-Other Federal Agencies

Assigned

-AF

Will be an incomplete list if you see this error message

Defense Security Service

Partnering with Industry to Protect National Security

10



User Provisioning

- In order to take security related actions on SMOs below you in the hierarchy (viewing subjects, initiating Customer Service Requests, etc.), you have two options:
 - Be provisioned as a Security Manager at the top of your hierarchy
 - Be provisioned as a Security Officer for each SMO you need to take action on

Role in Your Top Level SMO	How the Roles Change as You Travel Down Your Hierarchy
<div><div><div>Logoff</div><div>Welcome, PATRICK HOGAN Your roles are Hierarchy Manager, Security Officer Your last Login was Monday, Jul. 30, 2018 13:40 PM UTC</div></div><div><ul style="list-style-type: none">• Can take:<ul style="list-style-type: none">• Hierarchy Actions• Security Actions</div></div>	<div><div><div>Logoff</div><div>Welcome, PATRICK HOGAN Your role is Hierarchy Manager Your last Login was Monday, Jul. 30, 2018 14:13 PM UTC</div></div><div><ul style="list-style-type: none">• Can take:<ul style="list-style-type: none">• Hierarchy Actions</div></div>
<div><div><div>Logoff</div><div>Welcome, PATRICK HOGAN Your roles are Hierarchy Manager, Security Manager Your last Login was Monday, Aug. 20, 2018 10:56 AM UTC</div></div><div><ul style="list-style-type: none">• Can take:<ul style="list-style-type: none">• Hierarchy Actions• Security Actions</div></div>	<div><div><div>Logoff</div><div>Welcome, PATRICK HOGAN Your roles are Hierarchy Manager, Security Manager Your last Login was Monday, Aug. 20, 2018 10:56 AM UTC</div></div><div><ul style="list-style-type: none">• Can take:<ul style="list-style-type: none">• Hierarchy Actions• Security Actions</div></div>



Subject Management

“View Subjects” will bring up a list of all of your claimed personnel (owning/servicing relationships); the equivalent to your “PSM Net”

About JVS x Subjects x

1 2 3 4 5 6 7 8 9 10

Last Name	First Name	SSN/PSSN	Birth Date	Eligibility	Inv Type	Inv Close Date
Test	Hello	456-25-6598	1988-08-15	None		
Williamson	Tracy	898-51-3334	1983-03-01	None		
Smith	Tracy	781-44-5572	1989-01-05	None		
Douglas	Stephen	781-44-5561	2017-12-19	Top Secret	SSBI	2012-08-01
Young	Malcolm	781-44-5566	1970-04-04	SCI - ICD704	Tier 5	2017-08-04
Officer1	Security	111-22-3334	1996-01-03	SCI - ICD704	Tier 5	2018-09-17
AM1	HM	555-44-3333	1982-01-07	None		
Officer2	Security	222-33-3333	1982-01-07	None		

Subject

View Subjects

Transfer Subjects

Subject Search:

Search Subjects

Create Subject

Alternatively, you can search for personnel via SSN. This will be necessary when initially establishing an owning/servicing relationship.



Investigation & Adjudication Status

- On the subject summary/details pages, you can find helpful indicators on the status of your personnel:

Will display both open and closed investigations here

Investigation History	
Log Date	Activity Description
2017/08/29	<u>SSBI</u> investigation 0992017A completed on 2012-08-01.
2017/08/24	<u>NACLC</u> investigation 992017A completed on 2012-01-02.
Adjudication History	
Log Date	Activity Description
2018/11/19	Adjudication for Top Secret in progress with DoD CAF.
2017/08/29	Top Secret adjudication completed with a determination of Favorable by DoD CAF on 2017-08-29.
2017/08/24	Secret adjudication completed with a determination of Favorable by DoD CAF on 2017-08-24.

Example of an open adjudication with VROC and/or the Department of Defense Consolidated Adjudication Facility (DoD CAF)

Example of a completed adjudication



CSR Tips & Tricks

- If you don't see a specific Customer Service Request (CSR) option for a subject, please perform the following in order:
 - Verify you have an owning relationship with the subject
 - Submit a CSR: Supplemental Information
 - Make your request via JPAS/Knowledge Center
 - To avoid communication from the DoD CAF indicating you must use DISS, please ensure you are

Stephen Douglas

SSN:

781-44-5561

DOB:

2017/12/19

Eligibility Level:

Top Secret

Eligibility Determination:

Favorable made on 2017-08-29 by DoD CAF

Supporting Investigation:

SSBI

Basic Info.

Contact Info.

Other Subject Details

SMO Relationships

Incidents

Accesses

CSRs/RfAs

Foreign Travel

←

Citizenship (1)

Country	Citizenship Date	Citizenship Type	Renunciation Date
United States	1978/01/03	Born in the U.S. or U.S. territory / commonwealth	

Subject Actions

CSR/Expedite Process Request

CSR/Provide Supplemental Information

CSR/Interim SCI Eligibility Request



CSR Tips & Tricks

- On the subject details page, you can find helpful indicators on the status of your CSRs:

Stephen Douglas

SSN: 781-44-5561

DOB: 2017/12/19

Eligibility Level: Top Secret

Eligibility Determination: Favorable made on 2017-08-29 by DoD CAF

Supporting Investigation: SSBI

Basic Info.

Contact Info.

Other Subject Details

SMO Relationships

Incidents

Accesses

CSRs/RFAs

Foreign Travel

CSRs (3)

Case ID	Type	Status	Status Date	Requested Date	SMO
40026955	Provide Supplemental Information	Closed	2018/11/19	2018/11/19	FCB-Test-1
40026955	Provide Supplemental Information	Closed	2018/11/19	2018/11/19	FCB-Test-1
40026955	Expedite Request	Open	2018/11/19	2018/11/19	FCB-Test-1

Will display both open and closed CSRs

Example of a closed CSR

Example of an open CSR awaiting response from VROC and/or the DoD CAF



DISS Communication with PSMO-I

Change in Marital Status/Cohabitation (“Scheduled” investigation only)	Submit CSR: Provide Supplemental Information
Change in Marital Status/Cohabitation with Foreign National	Submit CSR: Provide Supplemental Information
SSN Change	Submit CSR: Provide Supplemental Information
Cancel “Scheduled” Investigation (Subject No Longer Requires Access)	Submit CSR: Provide Supplemental Information
Request Adjudication on Closed Investigation (needs to move to a another DoD component for adj)	Submit CSR: Provide Supplemental Information
Reopen "Discontinued" Investigation	Submit CSR: Provide Supplemental Information
Upgrade/Downgrade Investigation	Submit CSR: Provide Supplemental Information
Request Adjudication on Closed Investigation (provided the closed investigation is over 30 days)	Submit CSR: Provide Supplemental Information (if DISS does not indicate Adjudication in progress)
LOJ with Previous Valid Eligibility	Submit CSR: Recertify
No Determination Made with Previous Valid Eligibility	Submit CSR: Recertify
Reciprocity	Submit CSR: Request Reciprocity
DSS requests a PR to be submitted but a PR is not required	Respond to RFA request from PSMO-I
Status of investigation/adjudication (outside standard timeframes)	Contact Knowledge Center at (888) 282-7682, Option #2
Change of Employment	Losing facility needs to separate in JPAS; gaining facility establishes relationship/indoctrinates in JPAS
Cancel “Scheduled” Investigation (Employment Termination)	Losing facility needs to separate in JPAS
PII Change (No Longer has DOD/Military associations)	Follow JPAS Data Correction Checklist
Erroneous DOD/Military category	Follow JPAS Data Correction Checklist

DISS

Knowledge Center

JPAS/DMDC Contact Center